

DAVID RESCH G-31149

A002-1004-006L

CASTF/SP

P.O. Box 5248

Corcoran, Ca. 93212

3/14/13

Received & Inspected

MAR 25 2013

FCC Mail Room

Rulemaking Number (12-375)

Dear FCC,

We are deaf inmates currently serving our term at California Substance Abuse Treatment Facility (CSATF) AT Corcoran, California. There are seven yards of different levels, and there are approximately a total of 40 deaf inmates exclusively using American Signing Language. We have requested a video phone communication system at CSATF and the request has been denied.

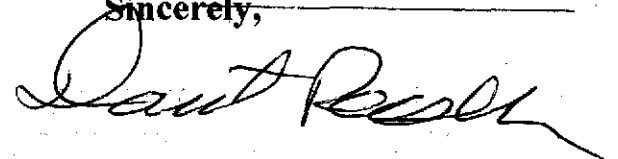
Only TDD has been provided, and it is unusable to us for several reasons. There are numerous of deaf inmates with 2.0 and lower TABE scores (reading/whitening level) therefore they are unable to communicate using TDD equipment. The TDD is not under the prison telephone contract with Global Tel Link (GTL). It costs much more for collect calls on TDD.

Our family members and friends, who are deaf, are no longer using the obsolete TDD system. A 2012 report from the FCC's TTY Transition Subgroup of the Emergency Access Advisory Committee indicates that TDD use is decreasing by 10% per year, and has fell by half over the past seven years. We are not able to communicate with their videophone through TDD, and the relay services provides assistance between TDD to voice telephone only, not deaf to deaf.

The deaf inmates get full communication with American Signing Language (ASL) only through the video phone, not TDD. Typewritten communication is not the equivalent of voice communication for individuals who primary communication is sign language. Unlike most spoken language, ASL does not have a written component.

No. of Copies rec'd 0
List ABCDE

Sincerely,



There is evidence in the record to indicate that inmates with hearing disabilities may not have access to ICS inmate Calling Services) at reasonable rate using TTYs. The record suggests that because the average length of a telephone conversation using a TTY is approximately four times longer than a voice telephone conversation, deaf and hard of hearing inmates who use toys have to pay more than their hearing counterparts. The record also suggests that try user have had to pay additional fees for connecting to a try relay operator. We seek comment on the types of ICS access that individuals who are deaf or hard of hearing experience during their incarceration. Where such access to ICS is provided, are the rates the same as those available to those with out disability? If the rates differ, what is that difference and what are the explanations for such difference? We note that section276 (b) (1) (A) specifically exempts “telecommunication relay service call for hearing disabled individuals” from the commission-established “per call compensation plan” ensuring that ICS providers are “fairly compensated.” How should the commission take this exemption into account in examining rates?

A 2012 report from the FCC’s try Transition subgroup of the Emergency Access Advisory Committee indicates that try use decreasing by about 10% per year, and has cut in half over the past seven years.

No prison or jail is known to have installed captioned telephones, many using security as an excuse for discrimination. Other facilities ensure that deaf prisoners have access to Free try call pursuant to the Telecommunication Act of 1996.

Received & Inspected

MAR 25 2013

FCC Mail Room

March 19, 2013

From:

**Sr. JoAnne Talarico, CHM
2921 49th St.
Des Moines, Iowa 50310**

FCC Proceeding: 12-375

Commissioners and Staff,

I believe that offenders in Iowa Prisons are paying excessive fees for the use of the telephone. For example, while calls from Mitchellville to Des Moines are local calls, offenders pay \$2.00/call. Most offenders are from low income families and the burden to pay for calls falls on their families or prevents them from making calls.

The prison system should not be making money on these calls.

You have the authority to help families of inmates by lowering the amount per minute the companies are able to charge, and a choice in services so maybe that will bring the fees down. Thank you for looking into this matter.

Sincerely,

JoAnne Talarico, CHM

No. of Copies rec'd 0
List ABCDE

Received & Inspected

MAR 25 2013

FCC Mail Room

PARAMJIT SINGH BASRA DOC #357517
1630, Eagle Crest Way, C.B.C.C.
Clallam Bay WA 98326

March 18, 2013

MARLENE H. DORTCH, SECRETARY
FEDERAL COMMUNICATION COMMISSION
445 12th STREET SW, ROOM TW-B 204
WASHINGTON D.C. 20554

RE: THIS IS A PUBLIC COMMENT FOR NC DOCKET NUMBER. 12-375

Dear Secretary Dortch,

When I used the phone to call my family on 1-29-2013. And call was dropped, but I was still charged. I wrote a complaint at my facility, but I never received a response.

I frequently call local, but I would like to call my family and friends that is in another State, but it cost way too much.

Also the phone is my only communication. Due to the fact that I only communicate in my native language (Punjabi) and my facility will not let my letters in or out.

Absolutely if the call rate low, we frequently can talk with loved ones.

No. of Copies rec'd 0
List ABCDE

Sincerely.

Paramjit Sr
(Paramjit Singh Basra)

To The Campaign for Prison Phone Justice MAR 25 2013

Dear Secretary Dorth,

FCC Mail Room

My name is Terrence St. Louis, I'm in prison for the next four years and the phone system is very costly. My Wife can not afford to put minutes on the phone but once a month, She puts \$20 on the phone and it costs her \$4.95 to do that, and we only get four phone calls. The collect calls are \$3.65 a phone call, so I only call once a week. My parents put \$100 on the phone, and I call them once a week. They are getting up in age, so I would like to call more than I do. My brother puts \$20 a week on the phone, He likes for me to call two to three times a week. All the calls are in-state calls. My daughter is turning 18 this year. I haven't talked to her in a year because she can't afford to buy minutes. If calls were cheaper, I would be able to call more often to all my family.

Dropped calls - Four out of ten calls get dropped. If I call back it's another \$3.65! My family can't afford the inconsistency of our prison phone carrier. I have to make multiple attempts to get through.

Free calls - There should be at least four free calls a month. That way I could call the family members that can't afford the high-excessive phone rates.

No. of Copies rec'd 0
List ABOVE

Sincerely
Terrence St Louis

Lowell E. Amos, 252661
Lakeland Correctional Facility
141 First Street
Coldwater, MI 49036

Received & Inspected

MAR 25 2013

FCC Mail Room

March 15, 2013

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW; Room TW-8204
Washington, DC 20554

Subj: Public Comment for WC Docket No. 12-375

Dear Secretary Dortch:

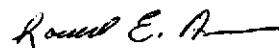
I am writing to urge the FCC to implement a rule that would restrict and/or limit the obscene rates being charged by local jails and both U.S. and State Prisons for inmate phone calls.

I have been incarcerated by the State of Michigan for about 19 years and experienced three different phone rates for out-of-state calls to my family. Initially the MDOC and it's phone provider (Sprint), from 1995 till about 2008, charged a \$3.00+ connect fee plus a \$1.00 per minute rate. Then due to political/legislative lobbying by MI CURE, inmates families and other prisoner rights groups around 2008 the MDOC contracted with Embarq and inmate phone rates dropped to .10¢ per minute. These lower rates lasted three years and were then more than doubled to .23¢ per minute when the MDOC contracted with its current provider PCS Metro Media. This was done after protracted lobbying by the MDOC on the legislative corrections budget committee, which set up a special slush fund for unspecified MDOC acquisitions funded through phone-rate surcharge kickbacks. We live in fear of what rates we will be required to pay with no limits or restrictions on the MDOC's ability to inflate the phones rates with every new contract. HELP!!

It should be noted that prisoner wages in Michigan have not been raised since 1987 and the bulk of the population either has no job or receives about \$15.00 a month. We are then required to buy hygiene and health items from an over priced inmate store that is providing kickbacks to the MDOC in addition to trying to make phone calls to our families with inflated phone rates. Thus, I do not call my children or brother and sister more once a month because at our current rates that comes to \$13.60 for four 15 minutes calls. However, I have and would call them more often with reasonable and lower phone rates.

Your support for the FCC adopting a sensible rule to limit the arbitrary and capricious gouging of prisoners and their families would be a service and appreciated by all of us. In fact we are a segment of the population that is least able to afford excessive phone rates.

My Best Regards,


Lowell E. Amos

No. of Copies rec'd 0
LIST ABCDE

3/17/13

Quenton Thompson
AD-8538
SATF E3-235
P.O. Box 5242
Corcoran, CA 93212

FEDERAL COMMUNICATIONS COMMISSION

Marlene H. Dortch, Secretary

Regarding: Rulemaking/Proceeding Number "12-375".

Deaf and hard of hearing inmates need videophone "And" TTY/TDD access. Video phones would provide easier and more efficient communication with family members and others.

Most deaf and hard of hearing individuals have difficulty with common English. We use ASL, American Sign Language, which is not structured the same as common spoken English. The use of videophones would better facilitate communication both to and from family members and others. TTY/TDD phones on the other hand, are slow. They make it difficult to to convey accurate messages, and because of the delayed time between sending and receiving messages, communication is slow, causing the overall cost of a message to be needlessly high.

In addition, prisoners need access to both video phones "and" TTY/TDD. This is because some hearing impaired inmates were not born deaf and don't sign well. Also some have family members who do not know sign language. And so to maintain adequate calling service to all concerned, both services should be provided.

Adding videophone service would improve our ability to program as deaf inmates. It would enhance our rehabilitation efforts, resulting in benefits to ourselves, our family and friends, and everyone concerned.

Sincerely,


Quenton Thompson

3-10-2013

MAR 25 2013

"This is a public Comment for WC Docket Number 12-375"

PCC Mail Room

Dear Secretary Datch,

This is a short followup letter to the one I sent you, dated 3-7-2013. I thought the following might be of some use in your "Rulemaking process" regarding unjust and unreasonable prison phone rates.

I send this information questioning the unfair cost and policy, and disparity, between states and various prison institutions. For an example currently there are several hundred Alaska prisoners housed at the "Hudson Correctional Facility" due to prison space shortage in Alaska. This is a private owned and run prison. At that facility, phone rates are on average \$.25 per minute with cell phone use authorized. A very similar situation existed while Alaska prisoners were previously housed in Arizona, another privately owned correction facility, where there too, prison phone calls and policy was fair and reasonable.

There are several thousand Alaska inmates and many of them, like myself, must unreasonably and drastically limit phone call use to family and friends due to unfair pricing. In many cases, prisoners cannot afford phone use at all. In other instances prisoners families make many unfair sacrifices depriving themselves of other normal

necessities just to be able to speak to family and loved ones. True, we have all been convicted but are paying our dues by being incarcerated. In my opinion however, I feel it's a travesty and a terrible injustice to deny a child, wife, mother or any other loved one to communicate by phone to an incarcerated loved one because of unfair phone rates. I am incarcerated in a Module (Mod) that houses on average 60 inmates. There are 3 telephones in the Mod that are available for use at most times, excepting under "Lock Down" conditions that are necessary for various security reasons. These 3 phones are used infrequently by the majority of the inmates, due, primarily, to unfair, unaffordable costs.

I once again thank you and the FCC for giving the opportunity to provide input for this upcoming Rulemaking Study.

Sincerely,

Richard Hennessey

Richard Hennessey, # 533072

Spring Creek Correctional Center

3600 Bette Cato

Seward AK, 99664

TO: MARLENE H. DORTCH, SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12th Street, SW; Room TW-B204
WASHINGTON, D.C. 20554

TODAY'S DATE IS:
MARCH 13, 2013

Received & Inspected

MAR 25 2013

FROM: Billy Dean Smith #384030
S.C.C.C. SPRING CREEK CORRECTIONAL CENTER
3600 Bette Cato Ave.
Seward, Alaska 99664

FCC Mail Room

NOTE: THIS IS LEGAL MAIL FOR PRISONER COMMUNICATION IN RE TO:

WC Docket Number 12-375

Dear Secretary Dortch,

This is a public comment for WC DOCKET NUMBER 12-375.

Question No.

1. How much do you and/or your family pay in prison phone bills per month? WHEN PHONE IS NOT BLOCKED 10 MINUTES = 22.50.
2. What has been your experience with collect calls, debit calls and/or prepaid accounts? I AM AN ALASKA PRISONER. WHEN I WAS IN A PRIVATE PRISON IN ARIZONA, EVERCOM CHARGED .25¢ A MINUTE, IN WHICH I PAID FOR MYSELF OUT OF MY PRISON WAGE; WHEN I CAME BACK TO AN ALASKA STATE PRISON THE SAME PHONE #'S WITH THE SAME EVERCOM PHONE COMPANY CHARGED ME 2.25 PER MINUTE. THIS MEANS I ONLY CALL TEXAS, WHERE MY FAMILY IS, ONE TIME EVERY 4 MONTHS, WHERE AS IN ARIZONA I CALLED 2 TIMES A MONTH, 24X'S A YEAR.
3. How much do you and/or your family pay for a connection fee & per-minute rates to certain locations per phone calls? A LOCAL CALL IS 2.00 PER MINUTE; THERE WAS NO CONNECTION FEE IN ARIZONA AT C.C.A.'S RED ROCK PRISON IN ELOY NOR AT F.C.C. IN FLORENCE, AZ; CALLS TO TEXAS, WHEN IN JUNEAU, AK, THE CONNECTION FEE IS 5.00 AND THEN 1.00 PER MINUTE. SEWARD IS 2.25 PER MINUTE TO SEATTLE.!! A 40 MINUTE CALL IS 96.00!! AK. TO SEATTLE
4. Do you and/or your family have to pay extra fees to make or accept calls, such as costs to set up, add money to or cancel an account? YES, THEY DO HAVE TO. BUT THEY DON'T BECAUSE THEY ARE POOR. HOWEVER I DID WITNESS A MAN RICHARD DEREMER'S FAMILY GO THROUGH THE FOLLOWING EXPERIENCE. PRISONER DEREMER WAS TRANSFERRED FROM A PRIVATE COLORADO HUDSON PRISON AND THE PHONE COMPANY EVERCOM STOLE OVER 800 DOLLARS BY REFUSING TO CANCEL THE ACCOUNT. AFTER DEREMER IS AN ALASKA PRISONER NOW IN SEWARD, ALASKA.)

No. of Copies rec'd
List ABCDE

Questions Continued:

5. How often are calls dropped or disconnected? Not to often But I only call 3xs a year.
6. Does disconnection happen on a regular basis? NO.
7. Do you have to pay another connection fee each time you call right back after being disconnected? YES.
8. How often do you use the prison phone system to communicate to loved ones? 2 or 3 Times a Year When in Alaska. When in Arizona 24 Times a Year.
9. Would you talk with them more often if the phone rates were lower? YES. THERE IS NO "REASON" BESIDES GREED, OF KICKBACKS WHY WE CAN NOT Buy .25¢ Phone Credits.

THE FCC IS SEEKING COMMENTS ON WHETHER THEY SHOULD MANDATE A CERTAIN AMMOUNT OF "FREE CALLING" TIME PER PRISONER EACH MONTH.

HOW WOULD THAT IMPACT YOU, YOUR FAMILY AND/OR CHILDREN? REHABILITATION?

It would Be A MIRACLE! But Alaska will never Allow the FCC to INTERFERE with the Correctional OFFICERS UNION # KICKBACKS. HERE ARE 2 Examples OF WHAT ALASKA D.O.C. HAS DONE to ME, AND OTHER

Prisoners: ① IN 2012 I wrote a letter to my Power of Attorney MARK OLSEN. I told MARK to Get A G.C.I. Phone in SEWARD which cost 3¢ Per Minute with A SEWARD PRE FIX of "224", SINCE I am NOW IN SEWARD, AK. AK. D.O.C. AT SPRING Creek Correctional Center GAVE me A "D" Write up AND I got 20 DAYS, in the Hole, FOR Punitive FOR "MAKING A 3 way, Phone Call", when, in FACT, I NEVER touched the Phone! THE letter to MARK OLSEN WAS SEIZED AND WAS NEVER MAILED out, AS the letter was EVIDENCE, AS to my Punishment to "Circumvent^{DOC} KICKBACKS."

SEE: ATTACHED WRITS UP Violation 22 AAC 05.520 AK Admin Code
AND ② S.C.C.C. Put out A Memo in 2012 TELLING all Prisoners THAT we could use D.O.C. Phones to call blocked #'s, BUT they would Time the calls & charge us the EVERCOM^E Rate out of our PRISONER ACCOUNTS, EVEN though the STATE'S D.O.C. PHONES ARE NOT EVERCOM PHONES, But instead AT&T, AND/OR GCI. IS THIS Phone FRAUD?, or what? All of the ABOVE is True to my Best Knowledge. Bill A Sutter 3-13-13.

**SPRING CREEK CORRECTIONAL CENTER
NOTIFICATION OF READING OUTGOING/INCOMING MAIL**

DATE: 02-14-12

Prisoner's Name: ~~Smith, Billy Dean~~

D

OBSCIS #: 384030

During a scan of your mail it was determined that correspondence between you and Mark Olsen contained information that is suspect and possibly violates one or more parts of 22 AAC 05.520 (c) (1); specifically section B . Per 22 AAC 05.520 (d), a copy of this form will be placed in your records and the correspondence has been:

☐ Returned to Sender.

PRISONER COPY

☐ Sent to Addressee.

☒ Seized by Security for further action.

☒ Other (Explain) placed into evidence

L. DeBoard COH

Name/Signature

02-14-12

Date

cc: **Prisoner (Original to Prisoner File)**

De

ABBY

Qualified
Immunity
263 FSD 1070
9th 1074-7

To: Marlene H. Dortch, Secretary
 Federal Communications Commission
 Office of the Secretary
 445 12th Street SW
 Room TW-13204
 Washington, DC 20554

FROM: Mitchell Heflek AI-6315 Release Date 7/17/2013
 P.O. Box 5244
 Corcoran, Ca 93212
 Haxe: FI-44-04 Law

My Haxe Address
 1138 Three Ranch Rd
 Duarte, Ca 91010

RE: TTY Rulemaking Number # 276(b)(1)(A), # 12-375

No. of Copies rec'd 0
 List ABCDE

Dear FCCS,

I'm deaf hard of hearing. I've two appeals paper are "DENIED", because they give me hard time to use carry voice mode for forty minutes and also I've tried to call without collect call to able contact my family. The C/O came in the room hang up the phone front of me, he say must use collect call. He will write me "115" for without collect call. I showed him the paper say the government is fund for Deaf/hard of hearing for free. He say I don't care paper say so I have no chance to call my friend/family is not accept collect call, I felt depresser no contact anyone. I didn't know to use second and third level my appeal about my complained situation, because This is my first term prison.

Sincerely Respective,

11/11/11 11/11/11

STATE OF CALIFORNIA

DEPARTMENT OF CORRECTIONS AND REHABILITATION

**REASONABLE MODIFICATION OR
ACCOMMODATION REQUEST**

CDCR 1824 (Rev. 10/06)

INSTITUTION/PAROLE REGION:

LOG NUMBER:

CATEGORY:

FCC Mail Room 18 ADA

NOTE: THIS FORM IS TO BE USED ONLY BY INMATES/PAROLEES WITH DISABILITIES*In processing this request, it will be verified that the inmate/parolee has a disability which is covered under the Americans With Disabilities Act.*

OPH, SCI 6PL-3.6

INMATE/PAROLEE'S NAME (PRINT)

CDC NUMBER

ASSIGNMENT

HOURS/WATCH

HOUSING

In accordance with the provisions of the Americans With Disabilities Act (ADA), no qualified individuals with a disability shall, on the basis of disability, be excluded from participation in, or be denied the benefits of the services, activities, or programs of a public entity, or be subjected to discrimination.

You may use this form to request specific reasonable modification or accommodation which, if granted, would enable you to participate in a service, activity or program offered by the Department/Institution/facility, for which you are otherwise qualified/eligible to participate.

Submit this completed form to the institution or facility's Appeals Coordinator's Office. A decision will be rendered within 15 working days of receipt at the Appeals Coordinator's Office and the completed form will be returned to you. If you do not agree with the decision on this form, you may pursue further review. The decision rendered on this form constitutes a decision at the FIRST LEVEL of review.

To proceed to SECOND LEVEL, attach this form to an Inmate/Parolee Appeal Form (CDC 602) and complete section "F" of the appeal form.

Submit the appeal with attachment to the Appeals Coordinator's Office within 15 days of your receipt of the decision rendered on this request form.

If you are not satisfied with the SECOND LEVEL review decision, you may request THIRD LEVEL review as instructed on the CDC 602.

MODIFICATION OR ACCOMMODATION REQUESTED

DESCRIPTION OF DISABILITY:

CSATF APPEALS

DEC 24 2012

WHAT VERIFICATION DO YOU HAVE OF YOUR DISABILITY?

Thank you for helping me with using and understanding the CDCR D.O.M. + Rules for the T.D.D. phone. I do not understand why CDCR is forcing collect calls when the T.D.D. phone is part of the federal government funded ADA program. I been use to Delano or other state CA. agency that didn't request a collect call on T.D.D. phone

DESCRIBE THE PROBLEM:

WHAT SPECIFIC MODIFICATION OR ACCOMMODATION IS REQUESTED?

Use the T.D.D. phone with out fear of cruel and unusual treatment and be part of the ADA T.D.D. program

Thank you.

INMATE/PAROLEE'S SIGNATURE

DATE SIGNED

12/20/12

RE: Screening at the FIRST Level

December 24, 2012

HEYLEK, AI6315
F 001 2044004LP

ADA, , 12/24/2012

Log Number: SATF-F-12-05725

(Note: Log numbers are assigned to all appeals for tracking purposes)

The enclosed documents are being returned to you for the following reasons:

Your appeal does not meet the criteria for processing as a CDCR Form 1824 as the issue raised is not subject to the Armstrong Remedial Plan (ARP). You are advised that you may file a CDCR Form 602 to appeal the non-ARP issues. The provisions specified in CCR 3084 apply for these non-ARP issues. The appeal is being returned for the following reason(s):

Your issue / request for TDD free phone services does not meet the 3-Step criteria to warrant CDCR 1824 processing per the 2011 ADA Appeal Guidelines.

The 3-Step criteria is based upon CDCR 1824 statements and supporting documentation. To warrant continued ADA processing, the following three criteria should be met:

1. Issue/Request is listed on Table 1.

2. Either: Access to a program, service, or activity is being impeded. Or: Ability to perform a major life activity is significantly impacted.

3. Disability claimed

Your appeal does not meet CDCR 1824 or CDCR 602 processing criteria; however, your issue will be forwarded to the ADA Unit to look into.


Appeals Coordinator

California Substance Abuse Treatment Facility at Corcoran

C.M. HECK, AGPA
CSATF / SP CORCORAN

Be advised that you cannot appeal a rejected appeal, but should take the corrective action necessary and resubmit the appeal within the timeframes specified in CCR 3084.6(a) and CCR 3084.8(b). Pursuant to CCR 3084.6(e), once an appeal has been cancelled, that appeal may not be resubmitted. However, a separate appeal can be filed on the cancellation decision. The original appeal may only be resubmitted if the appeal on the cancellation is granted.

k. TDD/Telephones

Each facility has a TDD device. Use of a TDD and telephones for inmates with disabilities shall be consistent with CCR, Title 15, Section 3282(h). Verification of an inmate's need for TDD may be confirmed with local health care staff, the assigned CCI, or by reviewing a copy of the CDCR 1845. An inmate who has been approved by the institution to use the TDD and who wishes to call a party who does not have use of a TDD shall be permitted to use the California Relay Service. If the inmate does not have severe hearing/speech impairment, but desires to call a party who requires the use of a TDD, the outside party shall forward a physician's statement of TDD verification to the inmate's CCI. Upon meeting verification requirements, the inmate may sign up for telephone calls according to his privilege group designation.

There is a TDD sign up list/usage log available on each facility. Each log shall include the name of the inmate signing up for the phone call. If access to the scheduled call is denied for any reason, or if the inmate cancels or fails to report for the call, the reason shall be noted next to the inmate's signature in the "reason if no call" column. TDD calls shall have extended time increments due to the time delay associated with the TDD relay process. Sign ups are divided into 40-minute increments. TDD access for the hearing impaired shall be consistent and similar to telephone access provided for nondisabled inmates (e.g., work group A1/A TDD users shall receive one 40 minutes call per day). All logs are to be reviewed and signed by the Facility Captain, and then forwarded to the ADA Coordinator by the fifth day of the following month (Attachment N).

An inmate's request for use of a TDD for confidential purposes, (e.g., attorney/client privilege) shall be in accordance with CCR, Title 15, Section 3282(g)(1) and (h). All requests for a confidential telephone call will be processed by the Litigation Coordinator. Any printer paper containing the text of the verbal exchange shall be relinquished to the inmate, if requested. Should the inmate not wish to retain the written text, staff shall dispose of the unread text in accordance with institutional policy and procedure regarding the disposal of confidential documents.

Inmate telephones with volume control will be accessible in all locations where inmates with hearing impairments are housed.

ARTICLE 21 – INMATE USE OF TELEPHONES**52060.4****Public Telephone Access**

- Inmates will be supervised at all times in areas where there are telephones with outside line capabilities.
- Inmates will not be allowed to answer any telephones with outside line capability.
- During prison emergencies, all or part of inmate telephone privileges may be discontinued.

52060.5**Inmate Personal Calls**

- Any time an inmate is authorized to use the telephone, staff will ensure the inmate's name and CDCR number is entered on the telephone sign-up list in the appropriate time slot. Inmates who falsify information on the telephone sign-up list will be subject to disciplinary action.
- At no time shall inmates be utilized to sign other inmates up for telephone time.
- Telephone calls are 15 minutes maximum and staff shall monitor inmate calls and ensure the 15 minute time limit is enforced.
- Inmates may not exchange time slots without the approval of staff.

52060.6**Scheduling of Outside Telephone Calls**

- All inmate telephone calls are to be documented on the facility telephone sign-up list.
- Telephone sign-ups will be conducted the evening prior to the date reflected on the phone list and will begin and end based on each respective yard's Daily Activity Schedule.
- Hearing and speech impaired inmates will sign-up for Telecommunication Devices for the Deaf (TDD) telephone calls on the TDD sign-up list according to each facility's Daily Activity Schedule.
- Consistent with the regular telephone sign-up list, inmates may sign-up for one (1) slot per day. One (1) additional slot may be allowed if available.
- Housing Unit Officers shall ensure that inmates requesting use of the TDD Machine are either hearing or speech impaired.
- The assigned building officer will be responsible for securing the TDD Machine.
- Hearing and speech impaired inmates will be allowed up to 40 minutes for a TDD telephone call. If an inmate does not have a severe hearing/speech impairment but desires to call an outside party who requires the use of a TDD Machine, the outside party shall forward a physician's statement of TDD verification to the inmate's Correctional Counselor I (CCI).
- If access to the scheduled phone call is denied for any reason or if the inmate cancels or fails to report for the call, the reason shall be noted on the facility telephone sign-up list.
- Each housing unit is responsible for sending the copy of the completed phone sign-up sheet to the Investigative Services Unit for review daily.
- Inmate's requiring the use of a TDD, shall be allowed one (1) 40 minute telephone call per day.

52060.8**Confidential Telephone Calls**

- All requests for a confidential telephone call will be processed by the Litigation Coordinator. The Litigation Coordinator will determine if confidentiality is warranted.
- Staff is required to refer all requests for information from attorneys to the Litigation Coordinator.
- If a confidential attorney/client telephone call is approved, the Litigation Coordinator will notify the inmate's assigned CCI or Facility Captain and ask for the date and time that is least disruptive to staff and the institution. The Litigation Coordinator will provide the staff member facilitating the call with detailed instructions to include the contact information and telephone number to call. During the telephone call, the staff member facilitating the confidential telephone call will maintain visual contact with the inmate to ensure that he does not commit a violation in the office. This can usually be accomplished by observing the inmate from the outside of the office through the window. The confidential telephone call will not be monitored in any manner.

52060.9**Emergency Calls**

At no time, shall institutional Chaplains or staff utilize chapel telephones for inmate emergency calls. Inmates are prohibited access to the chapel outside telephone lines for any purpose, at all times. Collect calls or trust account paid calls shall be monitored by the appropriate custody and/or counseling staff.

ORIGINAL SIGNED BY S. PENNYWELL ON 08/02/2011

Approved: _____
KATHLEEN ALLISON, Warden (A)

Date: _____

Received & Inspected

STATE OF CALIFORNIA

DEPARTMENT OF CORRECTIONS AND REHABILITATION

**REASONABLE MODIFICATION OR
ACCOMMODATION REQUEST**

CDCR 1824 (Rev. 10/06)

INSTITUTION/PAROLE REGION: <i>Saty - F</i>	LOG NUMBER: <i>FCC Mail Room 12-01340</i>	CATEGORY: <i>18. ADA</i>
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NOTE: THIS FORM IS TO BE USED ONLY BY INMATES/PAROLEES WITH DISABILITIES

In processing this request, it will be verified that the inmate/parolee has a disability which is covered under the Americans With Disabilities Act. *DPH (M/HM) mr-3.5* *F1-2044003UP*

INMATE/PAROLEE'S NAME (PRINT) <i>Mitchell Hellek</i>	CDC NUMBER <i>41635</i>	ASSIGNMENT	HOURS/WATCH	HOUSING <i>41-11-031a</i>
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In accordance with the provisions of the Americans With Disabilities Act (ADA), no qualified individuals with a disability shall, on the basis of disability, be excluded from participation in, or be denied the benefits of the services, activities, or programs of a public entity, or be subjected to discrimination.

You may use this form to request specific reasonable modification or accommodation which, if granted, would enable you to participate in a service, activity or program offered by the Department/institution/facility, for which you are otherwise qualified/eligible to participate.

Submit this completed form to the institution or facility's Appeals Coordinator's Office. A decision will be rendered within 15 working days of receipt at the Appeals Coordinator's Office and the completed form will be returned to you. If you do not agree with the decision on this form, you may pursue further review. The decision rendered on this form constitutes a decision at the FIRST LEVEL of review.

To proceed to SECOND LEVEL, attach this form to an Inmate/Parolee Appeal Form (CDC 602) and complete section "F" of the appeal form.

Submit the appeal with attachment to the Appeals Coordinator's Office within 15 days of your receipt of the decision rendered on this request form.

If you are not satisfied with the SECOND LEVEL review decision, you may request THIRD LEVEL review as instructed on the CDC 602.

MODIFICATION OR ACCOMMODATION REQUESTED

DESCRIPTION OF DISABILITY

Deaf hard of hearing

WHAT VERIFICATION DO YOU HAVE OF YOUR DISABILITY?

With the 40 minutes time limits. We have once a day is not enough time for me to communicate with my family, and friends on TDD. I do not have expert typing skills to type in my communications to the operators on a daily basis since 40 minutes is not enough time and we do not get two calls a day

DESCRIBE THE PROBLEM:

RECEIVED

MAR 12 2012

WHAT SPECIFIC MODIFICATION OR ACCOMMODATION IS REQUESTED?

I would respectfully like to use the tdd in the "vco" mode (voice can over) to talk to my family. Since it's faster and no need to type on the phone. It would make the communication easier back and forth between us.

INMATE/PAROLEE'S SIGNATURE

DATE SIGNED

3-8-12

DIVISION OF ADULT INSTITUTIONS

California Substance Abuse Treatment Facility and State Prison at Corcoran
900 Quebec Ave.
P.O. Box 7100
Corcoran, CA 93212



March 24, 2012

HEYLEK, AI6315

California Substance Abuse Treatment Facility and State Prison at Corcoran
P.O. Box 7100
Corcoran, CA 93212

APPEAL LOG #SATF-F-12-01340
FIRST LEVEL RESPONSE

APPEAL ISSUE: You state that the 40 minute time limit on the TDD phone is not enough time for you to type and communicate with your family and friends.

You are requesting to use the TDD in "Voice Carry Over" mode to talk to your family because it is easier and faster.

INTERVIEW: On March 24, 2011, you were interviewed by Lieutenant S. Alva, regarding your appeal. According to the Disability and Effective Communication System, your primary method of communication is reading lips with a secondary method of hearing aids. You stated you were comfortable using lip reading for this interview, however, I observed you to be wearing hearing aids as well. Effective communication was achieved by speaking to you in plain English while facing you in order to facilitate lip reading. I explained the appeals process to you and you demonstrated that you understood by verbally summarizing what I told you. You were afforded the opportunity to further explain your issue and to provide any supporting evidence or documents.

During the interview you stated you do not type very fast and it would be easier to use the "Voice Carry Over" mode on the TDD machine.

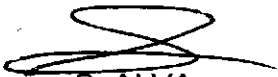
SUMMARY: All submitted documentation and supporting arguments have been considered. Additionally, a thorough examination has been conducted regarding the claim presented and evaluated in accordance with the California Code of Regulations (CCR) Title 15, the Department Operations Manual (DOM), the Institution Operational Procedure (OP) 403, and the Armstrong Remedial Plan (ARP).

Per DOM section 52060.6, hearing and speech impaired inmates will be allowed up to 40 minutes for a TDD telephone call. It further states inmates may sign up for one time slot per day and one additional slot may be requested if available.

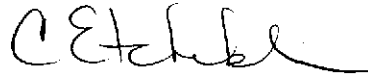
DECISION: Based on the above information, your appeal is **DENIED** at the First Level of review. It does not appear that the use of "Voice Carry Over" is necessary at this time. A reasonable accommodation has been provided by allowing 40 minutes of phone time to hearing and speech impaired inmates, which is 25 minutes more than non-disabled inmates. This extra time is given to allow for the additional time it takes to type on the TDD. Furthermore, you may request another time slot if it is available in order to allow you more time to speak with your family.

Reasonable accommodation has been deemed necessary at this time. Specifically, a time slot of up to 40 minutes has been given to use the TDD machine.

If you are dissatisfied with the decision of this appeal it may be submitted for a Second Level of Review.



S. ALVA
Facility "F" Lieutenant
CSATF/SP



C. ETCHEBEHERE
Associate Warden - Complex IV
CSATF/SP

CSATF APPEALS

MAR 26 2012

MAR 25 2013

3/18/13

FCC Mail Room

Dear Secretary Dorch,

This is a public comment for:
WC Docket Number (12-375)

I am writing in regard to the high cost of prison call rates.

There are numerous problems with the prison phone system, and I've listed them below.

I am an offender, incarcerated in the Va. Dept. of Corrections. My calls cost me \$0.65 for a twenty (20) minute phone call, and I only have one hour away. It cost \$1.75 to connect and 23 cents a minute. If my call is dropped or disconnected and I call right back I have to pay the connect fee again. And calls are disconnected or dropped on a regular basis.

The Va. Dept. of Corrections, does not allow collect calling. Either I or my family must pre-pay the calls.

I'm not able to call a lot, however, I average between 10-20 calls

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List ABCDE

per month. I would call much more if it was a reasonable price.

The prison phone rates should be lower in order to help families like mine be able to talk more often to establish a good relationship with each other. With the cost of gas being so high it's hard for families to visit often and so the phone is the next best way of establishing communication and a good relationship. Yet by limiting this too, it causes families to lose contact, and a separation to happen. It would be a positive thing to at least have calls the price of standard collect calls on the street for a pay phone. That would help a lot.

I greatly appreciate your time and help with this. Thank You!

Sincerely,

Jimmy Hubbard
Jimmy Hubbard #1203945
Bland Corr. Center
256 Bland Farm Rd.
Bland, Va. 24315

MAR 25 2013

3/18/13

Dear Secretary Dept.,

FCC Mail Room

This is a public comment for:
(WC Docket Number 12-375).

I am writing in regard to the prison phone system and how high the costs of phone calls are, how they affect myself and my family, etc. I am incarcerated in the Virginia Dept. of Corr.

My experience with the prison collect calls, debit calls, etc. is that the costs are too high (\$16.75 for 20 min. call). There is an \$4.95 connection fee, and if the call is dropped, or disconnected, we have to pay the same fee again if I call right back. Which it happens quite often, having dropped, disconnected calls. It costs around 41.50 cents per minute per call after the 4.95 connect fee, and that is with the 10% discount for pre-paying the phone call.

Because of the high costs of calling home, I'm not able to call home very often at all. My family would love to talk to me more often but it's hard to do whenever it cost more for one phone call than it does for my family

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to work for a full hour, which brings
to point, my mother, and grandmother, are
both on a fixed income each month
due to being disabled, and therefore are
not financially able to afford the
high costs of Virginia, prison calls.

We have even tried to use call
forwarding services, which are not illegal
yet everytime you get a phone number,
use it once, the Institution, ~~or~~ or
Global Express phone company will get
a block on the number, preventing me
from calling, which isn't right.

It would be a positive thing if there
was an allotted amount of time to call
each month for free too. It would help
strengthen family ties, and better ensure
a positive transition back into society. As
it is now, its as if all communication is
cut off because the lack of chance to
talk verbally to family.

I feel that ^{prison} collect calls should at least
be as cheap as a collect call from a pay
phone on the street which in the Virginia

Dept. of Corrections, you cannot make a collect call period anymore. Either you or your family must set up an account, and pre-pay your calls or you can't call at all. If your family doesn't have a home phone line, because they use cell-phones, then it's even harder to set up calls. If your family has to send a copy of the phone bill, and electric/water etc. bill to prove you live at the same address, to bill you accordingly. VA. Doc, gives by different call rates, local, *90¢, Inter Reg. *4 something, Intra Regional, *7 something and Out of State *12 plus. I call to Bristol, Tenn. and my calls are *12²⁵ (pre-paid) for 30 minutes.

I feel and know, that something seriously needs to be done about the price of prison calls so that people like myself and my family can afford to call home and talk to loved ones. The DOC always state how it wants to establish better communication skills, and strengthen family ties, yet it makes calls so expensive hardly anyone can call home.

I hope and pray something is or
can be done to fix this long
needed problem.

Thank you for your time and
cooperation in this matter.

Sincerely,

Travis J. Hickman

Travis Hickman # 303081-104832

Bland Corr. Center.

256 Bland Farm Rd.

Bland, VA. 24315

Received & Inspected

MAR 25 2013

FCC Mail Room

There is evidence in the record to indicate that inmates with hearing disabilities may not have access to ICS inmate Calling Services) at reasonable rate using TTYs. The record suggests that because the average length of a telephone conversation using a TTY is approximately four times longer than a voice telephone conversation, deaf and hard of hearing inmates who use toys have to pay more than their hearing counterparts. The record also suggests that try user have had to pay additional fees for connecting to a try relay operator. We seek comment on the types of ICS access that individuals who are deaf or hard of hearing experience during their incarceration. Where such access to ICS is provided, are the rates the same as those available to those with out disability? If the rates differ, what is that difference and what are the explanations for such difference? We note that section 276 (b) (1) (A) specifically exempts "telecommunication relay service call for hearing disabled individuals" from the commission-established "per call compensation plan" ensuring that ICS providers are "fairly compensated." How should the commission take this exemption into account in examining rates?

A 2012 report from the FCC's try Transition subgroup of the Emergency Access Advisory Committee indicates that try use decreasing by about 10% per year, and has cut in half over the past seven years.

No prison or jail is known to have installed captioned telephones, many using security as an excuse for discrimination. Other facilities ensure that deaf prisoners have access to Free try call pursuant to the Telecommunication Act of 1996.

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List ABCDE

FRANK BLASETTI P-99123
A-002-2015-001U
CASTF/SP
P.O. Box 5248
Corcoran, Ca. 93212

3/14/13

Rulemaking Number (12-375)

Dear FCC,

We are deaf inmates currently serving our term at California Substance Abuse Treatment Facility (CSATF) AT Corcoran, California. There are seven yards of different levels, and there are approximately a total of 40 deaf inmates exclusively using American Signing Language. We have requested a video phone communication system at CSATF and the request has been denied.

Only TDD has been provided, and it is unusable to us for several reasons. There are numerous of deaf inmates with 2.0 and lower TABE scores (reading/whitening level) therefore they are unable to communicate using TDD equipment. The TDD is not under the prison telephone contract with Global Tel Link (GTL). It costs much more for collect calls on TDD.

Our family members and friends, who are deaf, are no longer using the obsolete TDD system. A 2012 report from the FCC's TTY Transition Subgroup of the Emergency Access Advisory Committee indicates that TDD use is decreasing by 10% per year, and has fell by half over the past seven years. We are not able to communicate with their videophone through TDD, and the relay services provides assistance between TDD to voice telephone only, not deaf to deaf.

The deaf inmates get full communication with American Signing Language (ASL) only through the video phone, not TDD. Typewritten communication is not the equivalent of voice communication for individuals who primary communication is sign language. Unlike most spoken language, ASL does not have a written component.

Sincerely,

Frank A Blasetti
P-99123

DONNIE ONEAL K-85533

3/14/13

A-002-2010-002U

CASTF/SP

P.O. Box 5248

Corcoran, Ca. 93212

Received & Inspected

MAR 25 2013

FCC Mail Room

Rulemaking Number (12-375)

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Louis Bermudez
Inmate # JE-9512
SCI-Somerset
1600 Walters Mill Road
Somerset, PA 15510

Received & Inspected

MAR 25 2013

FCC Mail Room

March 18, 2013

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th. Street, SW; Room TW-B204
Washington, DC 20554

RE; "This is a public comment for WC Docket Number 12-375"

Dear Secretary Dortch:

I am writing this letter in regard to the above captioned matter. I am a prisoner being held in Somerset, Pennsylvania. This is located in the Western part of the state. I am from Philadelphia, Pennsylvania, which is in the Eastern part of this state. A majority of my phone calls are to Philadelphia because that is where my immediate family resides.

The cost to call my family is \$5.41 pre-paid, and/or \$6.25 collect, for 15 minute call. The connection fee alone is \$2.20± for my family to accept the call, whether collect or pre-paid. Within a month for me to call my family it cost roughly \$40.00, to maintain contact and try to keep the bond strong. These cost are a hardship to me and my family. My mother has disabilities that prevent her from working, so with the assistance she gets, she pays these outrageous phone rates to speak with me, her only child.

To add insult to injury, the PA. DOC., has recently contracted a company called "Global Tel link"; this company boldly has been calling prisoners family telling them, "if they don't sign up and pre pay their company they won't be able to except collect call from the prison". They sell phone time in \$25.00 and \$50.00

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increments. But here's the catch; when the money on the phone gets down to \$15.00, a prisoner is no longer able to call! Our families will have to add more money! I don't know why they are able to hold \$15.00 in escrow, but that is how it goes. If you don't have it, no more collect calls.

If a call happens to get dropped after the person accepts the call. If you call back you have to pay the \$2.20+ connection fee again! If I put in a "Telephone System Discrepancy form" to try to get my money back, the usual response is, in short, it's your (the prisoner) fault".

If the prison phone rates were lower, I would be able to communicate with my family much more. Not only that, I would be able to contact those who I have lost contact with, only because of the cost of the calls. Yes, these rates do hinder and eliminates relationship with loved ones. There's nothing like hearing a voice, in contrast to a letter.

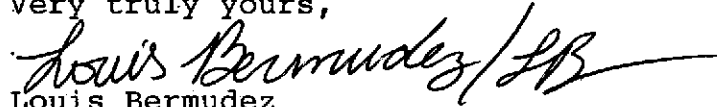
The Pennsylvania State Prisons sell phone time on commissary. The phone time is sold in \$10, \$15, \$25, \$50 and \$100 increments. Plus, there is a .60¢ tax imposed to raise the price even higher, i.e. a \$10 card totals to \$10.60, so on and so forth.

In conclusion, if the phone rates were lower it would open the doors to better communication to family, friends, and attorneys. It would allow prisoners to maintain a bond with those who are in there corner, and not cause so much distance. It would allow better communication, which will retrospect allow the prisoner not to be so much of a stranger when he/she returns home. With these high phone rates, the contact is so limited, if at all, that when he/she gets home there is a higher sense of unfamiliarity. Also, if there was a mandate to allow prisoners a certain amount of "free calling" time per prisoner, the impact

would be great. Prisoners will be able to talk to their loved ones no matter what. It would take a "load" of so many people, and help so many people that words can't even explain. It would definitely strengthen the family bond.

In advance, I would like to thank you for your time in this matter, we as prisoner have no voice in such things. and subject to, not only monopolization, but the challenge price gouging by the prison system. In the year 2013, with tectnology so advanced and phone prices so low everywhere else, the price we pay are outrageous, so again thank you.

Very truly yours,

A handwritten signature in black ink that reads "Louis Bermudez/LB". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Louis Bermudez

LB/lb

cc.file

u

b

